



PEDIATRIC OUTREACH CALLING CAMPAIGN

Healthplex is continuously working to increase the dental visit rate of our non-utilizing members. Beginning June 14th, 2021, we will be conducting our annual calling campaign. Specially trained Healthplex representatives will contact members (between the ages of 2 and 20), or the parents of these members, who are assigned to your office and have not had a dental visit this year. The purpose of this campaign is to educate these members, their parents, and caregivers on the importance of good oral health and regular dental care. This calling campaign will last through November 2021.



Through this calling campaign, Healthplex representatives will also be assisting members with scheduling appointments at their assigned dental offices. In the case that a member is assigned to your office and would like to schedule an appointment, the representative assisting them may ask your receptionist for a convenient appointment time for the member. Since these members have not received dental care this year, it is imperative that they receive an appointment within a reasonable amount of time. Your cooperation with this project is greatly appreciated.

Healthplex is excited about this initiative to improve the oral health of your patients. If you have any questions, please call Angelica Cornier (Supervisor of Pediatric Outreach) at (516) 701-5177, or you may email Angelica at AngelicaC@healthplex.com.

Please check out our HEDIS Gauge on the Healthplex Provider Portal! It will show your office's utilization percentage in live time! Just log onto the portal, click on HEDIS Gauge on the left side of your screen and the dashboard will appear.

OFFICE OF THE QUARTER CONGRATULATIONS!



Dr. Azariy Yusupov
Amazing Smiles Orthodontics

A special thank you to Dr. Yusupov and his staff for their ongoing commitment to patient care and service.

In addition, this office has always been accommodating and responsive to Healthplex requests.

Offices chosen are voted upon by the various departments interacting with providers (Customer Service, Provider Relations, Government Services and Credentialing). An office gift and a beautifully framed certificate were presented to the office.

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EXCITING ENHANCEMENTS COMING TO OUR WEB PORTAL

Orthodontic Interceptive Treatment Form

We are excited to announce that you will be able to find this form on our web portal on or before July 1st, 2021. You do not have to sign in to access this form, just click on “Resources”, “Forms”, “Provider”, “Orthodontic Templates” or you can log in with your username and password and access the form by choosing “Forms” on the left side of the screen.

Please include this form for any necessary orthodontic claims. Healthplex orthodontic clinical reviewers will find this form helpful as less claims will need to be pended for government interceptive.



HEALTHPLEX CONTACTS

healthplex.com

Fax Numbers

Claims.....516-542-2614
Provider Relations.....516-228-9571

E-Mail

ProviderRelations@healthplex.com

This email can be used to contact our Provider Relations Dept., for the following issues:

1. Opening or closing your office to new patients
2. Fee increase requests
3. Adding additional locations, associates
4. Terminating from any Healthplex programs
5. If you are changing your Tax ID number
6. If you are moving or ownership is changing
7. Credentialing questions
8. Contracting requests
9. Plan frequency questions

Info@healthplex.com

This email can be used for any member issues. I.e, checking member eligibility, claim issues and patient dismissals

Phone Numbers

Provider Hotline.....888-468-2183
(Options)

1. Eligibility
2. Urgent Referrals
3. Website Support
4. Claims Automated System
5. Contracting *(Commercial Programs)*
6. Contracting *(Government Programs)*
7. Panel Participation

UM Clinical Review....888-468-5182

WHEN IMPLANTS ARE COVERED UNDER MEDICAID GUIDELINES

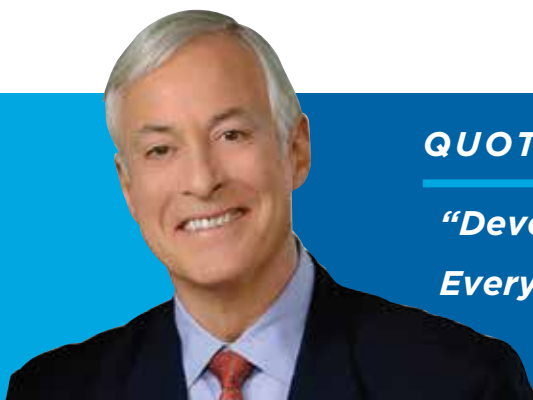
- Dental implants and implant related service may be covered by Medicaid when medically necessary and certain criteria are met. All cases will be considered based upon submitted documentation and current standard of care:
 1. A letter from the patient's physician explaining how these services will improve the patient's medical condition, with all medication and systemic conditions included.
 2. A letter /narrative from the patient's dentist explaining why other dental alternatives will not correct the patient's dental condition and why implants are essential.
 3. Pre-treatment charting and treatment plan with number, type and location of implants to be placed.
 4. Type of planned restoration(s)
 5. Diagnostic radiographs and/or CT scans allowing for the evaluation of the entire dentition.

REMITTANCE OF REFUND CHECKS/CLAIMS CORRECTIONS

- When sending in refunds to Healthplex for corrections, please submit the following:
 1. Narrative explaining what needs to be corrected on the claim and why. Please include a corrected claim.
 2. Send refund check with the claim number indicated as reference in case the check gets detached.
 3. **Only send one refund per claim.** This way if something is incorrect, it will only hold up the one claim.
 4. Please **DO NOT** send a bulk refund check for multiple claims that were submitted incorrectly. This will delay your refund from being processed.

Please use below address for REMIT/REFUND checks only. Any claims related materials will be returned to sender.

Healthplex, Inc.
P.O. Box 8014
Garden City, NY 11550



QUOTE OF THE QUARTER

“Develop An ‘Attitude Of Gratitude’. Say Thank You To Everyone You Meet For Everything They Do For You.”

– Brian Tracy

AFTER-HOURS CARE REQUIREMENT

Healthplex survey calls are made after normal business hours to verify that providers are either available to take patient calls or have a mechanism in place to direct patients appropriately on how to obtain emergency care 24 hours a day, 7 days a week, as mandated by the NYS Department of Health. This regulatory requirement can be met if the office has one or more of the following options in place:

1. A recorded message with an emergency number/in network covering doctor.
2. A recorded message informing members to contact Healthplex at 1-800-468-9868.
3. An answering service
4. Return a message left within 24 hours

DENTAL FUN FACTS



Right-handed people tend to chew food on the right side of their mouth, while left-handed people tend to chew their food on the left side of their mouth.



Like you, tooth prints and fingerprints, your tongue is also unique. No two people share the same tongue print.



A snail's mouth is no larger than the head of a pin, yet it can contain over 25,000 teeth.

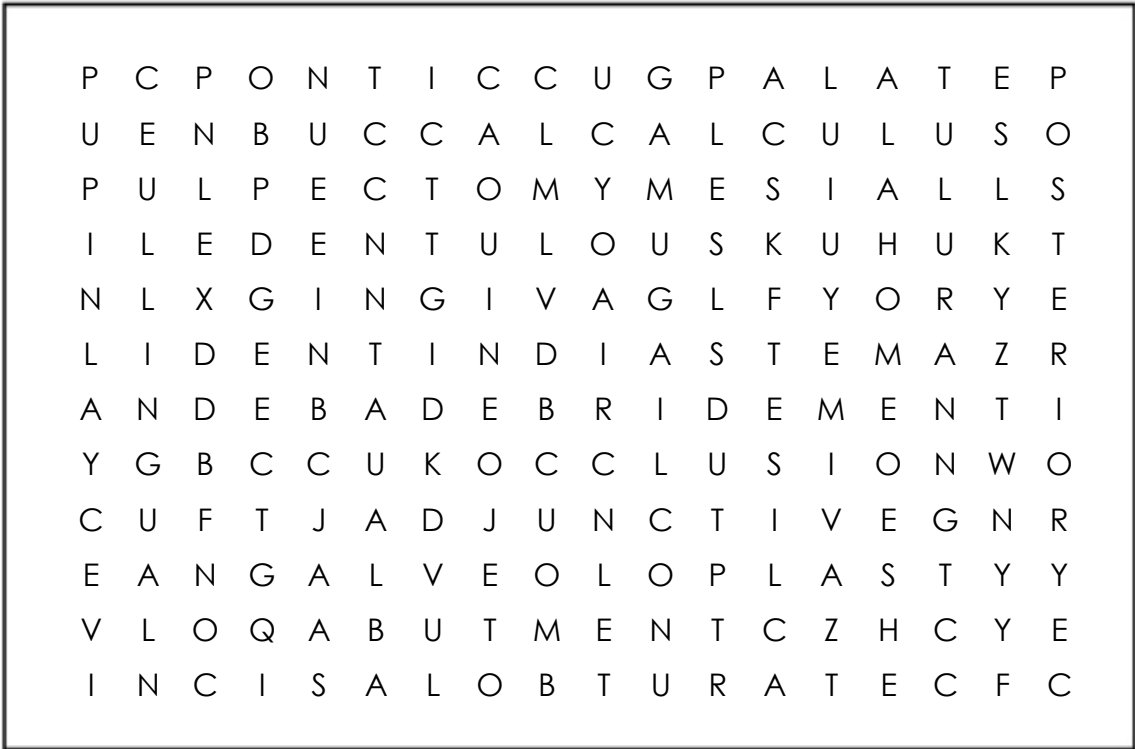


In North America, over 3 million miles of dental floss are purchased annually.



Did you know that 59% of people would rather have a dental appointment instead of sitting next to a person that is talking on a cell phone?

Dental Terminology



Find the following words in the puzzle.
Words are hidden → ↓ and ↘ .

ABUTMENT

ADJUNCTIVE

ALVEOLOPLASTY

BUCCAL

CALCULUS

DEBRIDEMENT

DENTIN

DIASTEMA

EDENTULOUS

GINGIVA

INCISAL

INLAY

LINGUAL

MESIAL

OBTURATE

OCCCLUSION

PALATE

PONTIC

POSTERIOR

PULPECTOMY

Created by Healthplex using Word Search Generator on Super Teacher Worksheets (www.superteacherworksheets.com)

OBTURATE (E.8,12)
 OCCCLUSION (E.8,8)
 PALATE (E.12,1)
 PONTIC (E.3,1)
 POSTERIOR (S.18,1)
 PULPECTOMY (E.1,3)

DIASTEMA (E.9,6)
 EDENTULOUS (E.3,4)
 GINGIVA (E.4,5)
 INCISAL (E.1,12)
 INLAY (S.1,4)
 LINGUAL (S.2,5)
 MESIAL (E.1,3)

ABUTMENT (E.5,11)
 ADJUNCTIVE (E.6,9)
 ALVEOLOPLASTY (E.5,10)
 BUCCAL (E.4,2)
 CALCULUS (E.10,2)
 DEBRIDEMENT (E.7,7)
 DENTIN (E.3,6)

Word directions and start points are formatted: (Direction, X, Y)

